

**What is the Energy Assistance Program?**

The Energy Assistance Program is made up of the three components:

<b>Fuel Assistance</b>	This component helps eligible households with the costs of heating their homes.
<b>Crisis Assistance</b>	This component helps households in heating emergency situations with primary heat security deposits, utility heating bills, repair/replacement of heating equipment, primary heating fuel or emergency shelter.
<b>Cooling Assistance</b>	This component helps with cooling equipment purchases or repairs and also with the electric bill.

**Who is eligible for the Energy Assistance Program?**

In order to be eligible for any of the components a household's **income must be less than the maximum** allowed for the number of people in the home. Other requirements are as follows:

<b>Fuel Assistance</b>	You must be responsible for paying the heating bill.
<b>Crisis Assistance</b>	You must have a heating emergency.
<b>Cooling Assistance</b>	You must have or be in need of cooling equipment and there must be an elderly person, disabled person or a child under 6 living in the home.

**When is Energy Assistance Available?**

Applications are accepted at the local department of social services as follows:

<b>Fuel Assistance</b>	the second Tuesday in October through the second Friday in November.
<b>Crisis Assistance</b>	November 1 through March 15 for equipment related assistance, security deposits and emergency shelter. First workday in January through March 15 assistance is available for primary heating fuel and payments for primary heating utility bills.
<b>Cooling Assistance</b>	June 15 through August 15.

**ALL BENEFITS ARE BASED ON AVAILABILITY OF FUNDS.**

**How long will it take to process my application?**

<b>Fuel Assistance</b>	as soon as possible but no later than mid December.
<b>Crisis Assistance</b>	as soon as all requested information is provided.
<b>Cooling Assistance</b>	as soon as all requested information is provided.

**What if I'm dissatisfied?**

**If you do not agree with the action taken on your application or case, you may request an agency conference or a hearing. If you would like a hearing, write to the address below within 30 days of the written notice of the action taken on your application or case.**

The hearing request may be submitted to the local agency or to:

Hearing and Legal Services Manager  
Appeals and Fair Hearings Unit  
Virginia Department of Social Services  
7 North Eighth Street, Vault Level  
Richmond, VA 23219-3301

**COMMONWEALTH OF VIRGINIA  
SERVICES**

**DEPARTMENT OF SOCIAL**

**INSTRUCTIONS FOR  
ENERGY ASSISTANCE PROGRAM FACT SHEET**

**FORM NUMBER** -032-01-0914-17 (06/07)

**PURPOSE OF FORM** – To provide answers to commonly asked questions on the program.

**USE OF FORM** – Give a copy to all walk in applicants, anyone inquiring on the program or include when mailing an application.

**NUMBER OF COPIES** – Original